



PROVIDER SATISFACTION

Magellan Behavioral Care of Iowa Administrative Comparisons 2010

This report compares clients' experiences with Magellan between administrations. Raw data responses are categorized as positive or not positive, where applicable, and the difference in the proportion of positive responses for each question is evaluated by Pearson's chi-square statistic. A statistically significant result for the chi-square test (p-value less than the significance threshold, $\alpha = 0.05$) indicates that there is significant difference of positive response between years, and a signal for further investigation of differences between administrations (e.g. seasonality, being on track for annual targets).

	2010	2009	p-value	2010	2008	p-value
	% Satisfied	% Satisfied		% Satisfied	% Satisfied	
Q1 Overall service provided to you	91.6%	90.9%	0.825	91.6%	95.0%	0.231
Q2 Magellan's general concept and philosophy	86.9%	85.8%	0.810	86.9%	91.4%	0.199
Q3 Overall care management process used by Magellan	90.2%	89.3%	0.798	90.2%	93.7%	0.279
Q4 Number of sessions authorized	84.9%	86.1%	0.799	84.9%	90.1%	0.183
Q5 Availability of care managers when you need them	93.6%	92.2%	0.634	93.6%	95.3%	0.536
Q6 Responsiveness of care managers when you need them	95.2%	92.0%	0.293	95.2%	92.9%	0.420
Q7 Professional behavior and courtesy of Magellan's staff	97.7%	94.4%	0.171	97.7%	95.4%	0.302
Q8 Support provided by case managers on cases requiring their consultation	95.1%	92.8%	0.287	95.1%	95.1%	0.994
Q9 Amount of time it normally takes to get through to someone who can help you	85.3%	87.9%	0.534	85.3%	92.1%	0.062
Q10 Accuracy and timeliness of the information you receive	91.5%	90.7%	0.827	91.5%	93.2%	0.578
Q11 Timeliness of receiving payment after claims are submitted	90.9%	89.1%	0.626	90.9%	92.7%	0.579
Q12 Accuracy of your claims payment based on your contracted rate with Magellan	90.9%	88.5%	0.512	90.9%	94.4%	0.242
Q13 Time it takes Credentialing Dept to get back to you regarding your status as a provider	92.7%	94.1%	0.581	92.7%	91.5%	0.767
Q14 Overall communication between you and Magellan	92.4%	92.9%	0.850	92.4%	94.9%	0.359
Q15 Case Management Process	94.8%	94.5%	0.932	94.8%	96.8%	0.402
Q16 Telephone Contact	95.8%	93.8%	0.478	95.8%	96.9%	0.617
Q17 Level of Reimbursement	52.6%	56.3%	0.560	52.6%	61.4%	0.141
Q18 Amount of Paperwork	80.1%	80.8%	0.904	80.1%	85.5%	0.236
Q19 Appeals and Grievance Processes	88.7%	89.2%	0.905	88.7%	92.4%	0.314